

# Conducting Difficult Conversations

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**WASHINGTON  
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***Connie Poulsen returns to present  
this popular communications class.***

## **About this Course:**

There are a multitude of circumstances where managers need to deal with difficult situations. Inappropriate dress or behavior, personal hygiene, use of social media, and absenteeism are just a few good examples. These situations can be uncomfortable, but managers can learn to successfully conduct difficult conversations that will yield constructive results. Decreased liability, increased productivity, morale and retention are some of the benefits of skillfully handling difficult situations.

Topics will be approached from a managerial perspective. The instructor will use case studies as teaching and learning tools. Attendees will leave feeling more confident when conducting these necessary but difficult conversations and in knowing what they should and should not say.

## **Class Locations      2014 Dates**

Skagit County	April 11
Spokane County	April 15
Chelan County	April 17

The class is from 9:00 am - 3:00 pm.

Lunch will be provided.

**4 CPO Core credits**

**Questions?** Contact Stacey Spears: 360-292-4490  
or [stacey@wcrp.wa.gov](mailto:stacey@wcrp.wa.gov)

## **The Instructor:**

**Connie Poulsen** is the Director of Leadership and Management Education for Peninsula College in Port Angeles. She is a principle in Poulsen and Associates, where she contracts with organizations as a professional speaker, trainer and consultant. Connie holds bachelor's and master's degrees from California State University, Long Beach.

**Connie has received top reviews for this class.** Here are some comments from class participants: "I learned how to document and prepare for difficult conversations." "This class gave me tools and the confidence for difficult conversations." "The class materials were very helpful, especially the checklist."

## **Registration**

Please register *online* at [www.wcrp.info](http://www.wcrp.info): click on the Training Tab, then select WCRP Events & Training Online Registration Form.

Site address and driving directions are provided with your online registration confirmation.

## **Fee**

*No charge* for Member County Attendees